

The mortgage experience consumers want



EFFORTLESS
60%

Want their lender to get income and employment data in a way that "requires little effort on my part."¹



FRICTIONLESS
60%

Want their lender to get VOI / VOE in a way similar to how the lender obtains credit information.¹



FAST
70%

Agree that it should take 10 days or less to get a mortgage¹



PRIVATE
70%

Don't want to have to tell their boss or others at work that they are applying for a loan.¹



DIGITAL
69%

Millennials started their mortgage application online.²



EASY
61%

Expect to begin and fully complete the mortgage process online.²



PAPERLESS
52%

Would probably switch lenders if required to do too much paperwork.¹

What can lenders do to provide a better experience?

To deliver a better mortgage experience, start delighting your customers with a better verification of employment and income. From your borrower's point of view, our new VOE / VOI options are effortless, frictionless, fast, private, paperless, easy and digital! Find out more now.



I'm ready to
Learn More! ▶

¹2019 Equifax Consumer Study / SurveyMonkey

²2018 Ellie Mae Borrower Insights Survey